

10/19/01

12-31-01

A

Express Mail" mailing label number EL746760642US.
Date of Deposit October 19, 2001

Case No. 10022/178

PATENT APPLICATION TRANSMITTAL LETTER

To the Commissioner for Patents:

Transmitted herewith for filing is the patent application of: John Brett, William D. McVicker, Samir Anand, Stephen Nunn and Karen E.

Riley for : METHOD FOR IMPLEMENTING SERVICE DESK CAPABILITY. Enclosed are:

- ☒ 19 sheet(s) of drawings, 70 pages of application (including title page), and the following Appendices : _____.
- ☐ Declaration.
- ☐ Power of Attorney.
- ☐ Verified statement to establish small entity status under 37 CFR §§ 1.9 and 1.27.
- ☐ Assignment transmittal letter and Assignment of the invention to : _____.
- ☒ return post card.

11002 U.S. PTO
10/029769
10/19/01

Claims as Filed	Col. 1	Col. 2
No. Filed	No. Filed	No. Extra
Basic Fee		
Total Claims	67-20	47
Indep. Claims	5-3	2
Multiple Dependent Claims Present		

*If the difference in col. 1 is less than zero, enter "0" in col. 2.

Small Entity	
Rate	Fee
	\$ 370
x\$9=	\$
x\$42=	\$
+\$140=	\$
Total	\$

Other Than Small Entity	
Rate	Fee
	\$ 740
47x\$18=	\$846
2x\$84=	\$168
+\$280=	\$
Total	\$1,754

- ☐ Please charge my Deposit Account No. 23-1925 in the amount of \$: _____. A duplicate copy of this sheet is enclosed.
- ☒ A check in the amount of \$: 1,754 to cover the filing fee is enclosed.
- ☒ The Commissioner is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 23-1925. A duplicate copy of this sheet is enclosed.
 - ☒ Any additional filing fees required under 37 CFR § 1.16.
 - ☒ Any patent application processing fees under 37 CFR §1.17.
- ☐ The Commissioner is hereby authorized to charge payment of the following fees during the pendency of this application or credit any overpayment to Deposit Account No. 23-1925. A duplicate copy of this sheet is enclosed.
 - ☐ Any filing fees under 37 CFR § 1.16 for presentation of extra claims.
 - ☐ Any patent application processing fees under 37 CFR § 1.17.
 - ☐ The issue fee set in 37 CFR § 1.18 at or before mailing of the Notice of Allowance, pursuant to 37 CFR § 1.311(b).

October 19, 2001
Date

David W. Okey
David W. Okey
BRINKS HOFER GILSON & LIONE
Registration No. 42,959

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PATENT & TRADEMARK OFFICE